

Fiscal Year 2017
Annual Report of the
Federal Library and Information Network
FEDLINK

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Executive Summary

During Fiscal Year 2017, the Federal Library Information Network (FEDLINK) continued its mission to achieve better utilization of federal library and information resources; provide the most cost effective and efficient administrative mechanism for providing necessary services and materials to federal libraries and information centers; and serve as a forum for discussion of federal library and information policies, programs and procedures, to help inform Congress, federal agencies and others concerned with libraries and information centers.

FEDLINK Executive Report

FEDLINK's Advisory Board (FAB) focused its bimonthly meetings on a variety of broad federal information issues including proposed bylaws revisions, creating the FEDLINK Customer Experience, new technology requirements for federal librarians, next generation federal information procurement models, and streamlining FEDLINK assisted acquisition model.

FEDLINK held two expositions in Fiscal Year 2017. The 2016 Fall Expo, "Federal Libraries: A World of Knowledge," featured keynote sessions on "Adapting to Changing Technology Trends in Digital Content," presented by Todd Carpenter, Executive Director, and National Information Standards Organization (NISO) and "Future Strategies for the Library of Congress: A Discussion with Robert Newlen, the Chief of Staff for the Library of Congress."

In the spring of 2017, the FEDLINK Expo, "Transforming Federal Libraries" explored how federal professionals were reinventing their roles and exploring new teams, new workflows, and new responsibilities.

FEDLINK Working Group Highlights

FEDLINK Awards Committee

To honor the many innovative ways federal libraries, librarians, and library technicians fulfill the information demands of government, business, research, scholarly communities and the American public, the Awards Committee administered a series of national awards for federal librarianship.

The award winners for Fiscal Year 2016 Award, awarded in Fiscal Year 2017, are

2016 Federal Library/Information Center of the Year

NASA Goddard Information and Collaboration Center, Greenbelt, Maryland, is recognized for its efforts to transform its physical space and expand its services to meet the evolving needs of its cutting-edge research community. During Fiscal Year 2016, the Goddard Library completed a nine-month renovation project to become the Goddard Information and Collaboration Center, a high-tech multi-use facility. The center features a video wall for presentations, modular seating with whiteboards, technology pods with large-screen monitors that enable wireless screen sharing, a computer bar, and stations for laptop use. So far, more than 90 groups have hosted events at the facility. In further support of the center's mission to provide access to its digital, print, and archival collections, the Goddard Archives electronically catalogued or indexed nearly 5,000 technical reports. After the center reopened in March of last year, foot traffic to the facility

increased by more than 300 percent compared to a similar period before the renovations, and information and research requests increased by more than 50 percent.

Small Library/Information Center (with a staff of 10 or fewer federal and/or contract employees): Federal Communications Commission Library, Washington, D.C., is recognized for serving the research needs of staff based at the facility's headquarters, as well as those located at FCC field offices around the country. Charged with promoting the expansion of competitive telecommunications networks within the United States, the Federal Communications Commission Library maintains a vast collection of telecommunications-related material. This includes more than 8,000 print volumes, more than 75,000 eBooks, and print and digital copies of more than 30,000 government documents. In an effort to expand the availability of these resources, library staff redesigned the organization's website. This redesign added multiple points of access for different materials and a new discovery layer within the library's management system, which enabled users to access all requests via a single catalog search. Following the implementation of these changes, the library noticed an increase in foot traffic of nearly 80 percent, as well as a 20 percent increase in unique visits to the website.

2016 Federal Librarian of the Year

Michael Steinmacher, director of the Barr Memorial Library, Fort Knox, Kentucky, is recognized for his innovation and promotion of meaningful and creative library services, programs, and events. With a focus on improving the quality of life for members of the Fort Knox military community, Steinmacher hosted 15 authors at special programs in Fiscal Year 2016. He also created the "Living History at Your Library" series, which featured professional-quality historical re-enactors and attracted nearly 300 participants. A highlight of Steinmacher's commitment to the community involved organizing a last-minute event with the 501st Legion, the Star Wars costuming organization, the day after "Star Wars: The Force Awakens" opened in theaters. More than 300 people attended the event, which led to the creation of an annual "Star Wars Reads" program at the library. To increase both the visibility of and access to library events, Steinmacher made a conscious shift from evening to daytime activities. Additionally, he worked with his command to transform a former coffee shop within the library into a Makerspace, a high-tech, hands-on learning center designed to support and augment science, technology, engineering, arts and mathematics (STEAM) curricula and provide opportunities for lifelong learning. His dedication, creativity, and innovation have led him to become a well-respected, highly visible member of the Fort Knox community as well as a subject-matter expert for other Army library and public librarians.

2016 Federal Library Technician of the Year

Jennea Augsbury, lead library technician for the Department of Veterans Affairs, Dallas, Texas, is recognized for her extraordinary dedication to serving the needs of the medical center staff and veterans during a 13-month period when her library went without a service chief or professional medical librarian. To maintain the library's services, Augsbury went well beyond her regular job duties. She coached and mentored other library technicians on various library-service-related functions, such as how to process large article files through the Online Computer Library Center. In addition to developing informational materials for distribution at new employee orientation, Augsbury analyzed statistical data in medical journals and recommended the removal of several

titles from the library's annual order, saving thousands of dollars for VANTHCS, the Veterans Administration North Texas Health Care System.

FEDLINK American Indian Libraries Initiative (AILI)

Now in its fourth year, AILI focused on joining broader American Indian library and museum efforts, built collaborations both inside and outside of the federal government, made resources more available to tribal libraries and universities. In addition to presentations at national and international conferences, the working group presented "Bridging the Knowledge Gaps: What Grey Literature Does for the Library of Congress Indigenous Law Portal" at the FEDLINK Spring Expo. In early summer, retired Law Librarian of Congress Roberta Shaffer presented "Organizing and Preserving Indigenous Legal Materials: Success Stories and Lessons Learned at the Law Library of Congress" at the annual Special Libraries Association Conference. In the summer, the Institute of Museum and Library Services (IMLS) joined the working group to showcase tribal college and university libraries grantees and their work with special digitization and cultural preservation projects. Participants featured representatives from the Crow Tribe, the Cher-Ae Heights Indian Community of Trinidad Rancheria, the Menominee Indian Tribe of Wisconsin, and the Makah Indian Tribe.

FEDLINK Education Working Group

During Fiscal Year 2017, the FEDLINK Education Working Group, in concert with other FEDLINK working groups, sponsored seminars, workshops, and brokered conferences for more than 1382 members of the federal library and information center community. The working group also sponsored sessions at both FEDLINK Expositions on library trends analysis and "The Veterans History Project: Building Community through Personal Narratives. The working group also hosted its first "FEDLINK Intern Fair and Speed Mentoring" event, which featured a presentation on OPM's Pathways programs, opportunities for federal libraries with current internship program to meet with candidates and a speed mentoring session with students and experienced librarians. The working group also sponsored a series of orientations to libraries and information centers to provide the opportunity for federal librarians to become acquainted with a variety of institutions and collections in the Washington, DC, area including the National Institute of Standards and Technology (NIST) Research Library, The Digital Curation Innovation Center at the University of Maryland, Daughters of the American Revolution Library, The Institute of Museum and Library Services (IMLS), National Library of Education, Library of Congress Print Shop, and the U.S. Patent and Trademark Office Scientific and Technical Information Center.

FEDLINK Information Technology Working Group

The FEDLINK Technology working group sponsored the "Teach Me Technology" series featured presentations on using the Virtual Student Foreign Service program as a model for virtual internships and an overview National Library of Education's SCOPUS project.

FEDLINK Research and Metrics Working Group

The FEDLINK Research and Metrics Working group issued a revised research agenda for the federal information community and identified its initiatives to investigate current trends and issues facing the information community and integrate that investigation using relevant metrics, data sets, analysis, training, and education. The working group began exploring and testing survey in

OMB Max and offered a training session on techniques for creating surveys for effective responses and tools to examine and present data.

FEDLINK Program Offices

Office of the Executive Director

The FEDLINK Executive Director pursued collaborations of value to the federal information community by offering expanded services, representing federal libraries throughout the federal government and to the public, and pursuing valuable business partnerships of value to agencies and taxpayers.

The Executive Director Office and other FEDLINK staff met with several national and international organizations including the intelligence community, Veteran's Administration Libraries, NASA, CENDI, an interagency group of senior federal scientific and technical information managers, AMIGOS, and Greynet to discuss federal interagency collaboration and professional development opportunities. Additionally, the office spoke with members of the Special Libraries Association, American Library Association (ALA), Computers in Libraries, the Military Librarians Libraries Workshop, and a number of individual federal information offices to share best practices with peers.

FEDLINK Publications and Education Office

In Fiscal Year 2017, FEDLINK continued its publication program as a digital communication provider and used the FEDLIB listserv to communicate critical advocacy and program information to more than 2,000 electronic subscribers.

FEDLINK continued to develop targeted resources to support the FEDLINK program, including business and marketing plans, draft promotional materials for NIO/NE, development of supporting materials for both exposition programs and working group events. FEDLINK produced the minutes of the FEDLINK Advisory Board meetings, and all FEDLINK program promotional and support materials.

During Fiscal Year 2017, FEDLINK began the rollout of its customer experience initiative. This program offered several member and vendor briefings, issued new member and vendor instructions, and created an infrastructure to improve customer service and assisted acquisitions educational sessions for federal agency members.

FEDLINK staff members continued to convert all publications, announcements, alerts, member materials, meeting minutes, and working group resources into accessible PDF formats and created new graphics for exhibits. Staff members worked on quality assurance efforts with Library Services and the Office of Strategic Initiatives, enhanced, and expanded the site via an inter-unit Web team of content, design, editorial and technical personnel. FEDLINK staff members also supported photographic coverage of all FEDLINK programs and offsite tours.

FEDLINK supported distance-learning offerings by implementing a new Web conferencing platform for a number of free events and routinely incorporated electronic versions of

PowerPoint and other presentation materials to enhance access to the resources available at educational programs.

In conjunction with the Education Working Group and other working groups, FEDLINK offered seminars, workshops, and brokered conferences for more than 1500 members of the federal library and information center community.

FEDLINK Network Operations

In Fiscal Year 2017, FEDLINK Network Operations (FNO) provided expert assisted acquisition services to federal agencies and continued to provide cost-effective access to an array of information resources for federal agencies. FEDLINK members procured publications in a wide variety of formats including: print and electronic journals, print and electronic books, sound recordings, audio-visual materials, items via document delivery and interlibrary loan, and access to databases of full text, indices, abstracts, and a variety of other data. Federal libraries obtained support for acquisitions, cataloging and related technical processing services, staffing support, information management, resource sharing, integrated library systems, digitization, digital archiving, and preservation services via Library of Congress/FEDLINK contracts with more than 90 vendors.

Staff pioneered new processes for the procurement of books acquisition Services under 19 new Indefinite Delivery Indefinite Quantity (IDIQ) Contracts, resulting in orders for more than 130 FEDLINK book customers. FEDLINK Network Operations assisted in the award of three new Foreign Language Learning IDIQ contracts. Staff also worked with hundreds of FEDLINK customers regarding their Information Retrieval requirements, resulting in nearly 3,000 contract actions. Network Operations staff continued to support the procurement of Serials Subscription services through new competitions and option exercises for more than 140 FEDLINK serials customers. FEDLINK Network Operations staff worked with over 30 FEDLINK members to procure specialized preservation, digitization, and technical services.

FEDLINK provided consultation and assistance to several federal libraries and continued work supporting CENDI, an interagency working group of senior scientific and technical information (STI) managers from 14 U.S. federal agencies representing 97 percent of the federal research and development budget, to administer a contract to support their interagency projects and events including support of the Science.gov website.

FEDLINK staff highlighted services at national conferences such as the Special Libraries Association (SLA), American Library Association (ALA), and Computers in Libraries. Staff also represented FEDLINK and presented on FEDLINK at events, such as the “Government Information Preservation: Collections and Collaboration” hosted by ALA Government Documents Round Table.

FEDLINK Fiscal Operations

FEDLINK continued to enhance its fiscal operations while providing its members with \$61.8 million in Transfer Pay services, \$5.4 million in Direct Pay services, and an estimated \$148.3 million in the Direct Express services, saving federal agencies around \$43 million in vendor volume discounts and approximately \$51 million more in cost avoidance.

FEDLINK Fees

The final budget for Fiscal Year 2017 held membership fees steady for transfer pay customers to 6 percent on amounts exceeding \$100,000; 6.75 percent below \$100,000 and 4 percent on amounts equal to or exceed \$1,000,000. Direct pay fees remained at Fiscal Year 2009 levels, as did Direct Express fees of 0.75 percent for all participating commercial online information services vendors.

Accounts Receivable and Member Services

FEDLINK processed registrations from federal libraries, information centers, and other federal offices for 276 different members, and more than 1,802 IAA amendments for agencies that added, adjusted, or ended service funding. FEDLINK executed service requests by generating 5,562 orders that FEDLINK Contract Staff and Member Services issued to vendors.

Transfer Pay Accounts Payable Services

Staff members efficiently processed vendor invoices and earned approximately \$8,565 in discounts in excess of interest payment penalties levied for the late payment of invoices to FEDLINK vendors. FEDLINK continued to maintain open accounts for five prior years to pay invoices for members and completed the closing of Fiscal Year 2012. FEDLINK issued statements to members for the current year and prior years. In previous years, FEDLINK issued statements just prior to the end of the month but now issues statements within the first five business days.

Direct Express Services

The FEDLINK Direct Express Program includes 69 vendors offering database retrieval services. The program provides customers procurement and payment options similar to GSA in which the vendors pay a quarterly service fee to FEDLINK based on customer billings for usage.

Budget, Revenue and Risks Reserves

In Fiscal Year 2017, FEDLINK fee revenue from signed IAAs was approximately \$189,138 lower than Fiscal Year 2016. The expenditures for FY2017 were approximately \$187,206 lower than Fiscal Year 2016. FEDLINK's Reserve requirement for Fiscal Year 2017 continues to be solvent. The program hold reserves for: 1) mandatory requirements for shutdown and bankruptcy risks; 2) continuity of operations requirements for mission essential systems; and 3) compliance risk mitigation initiatives.